



DELAWARE HEALTH AND SOCIAL SERVICES

# **Delaware's Plan for Unwinding from the COVID-19 Public Health Emergency**

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February 2023

*[dhss.delaware.gov](https://dhss.delaware.gov)*

STATE OF DELAWARE

# **BACKGROUND**

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## **Unwinding**

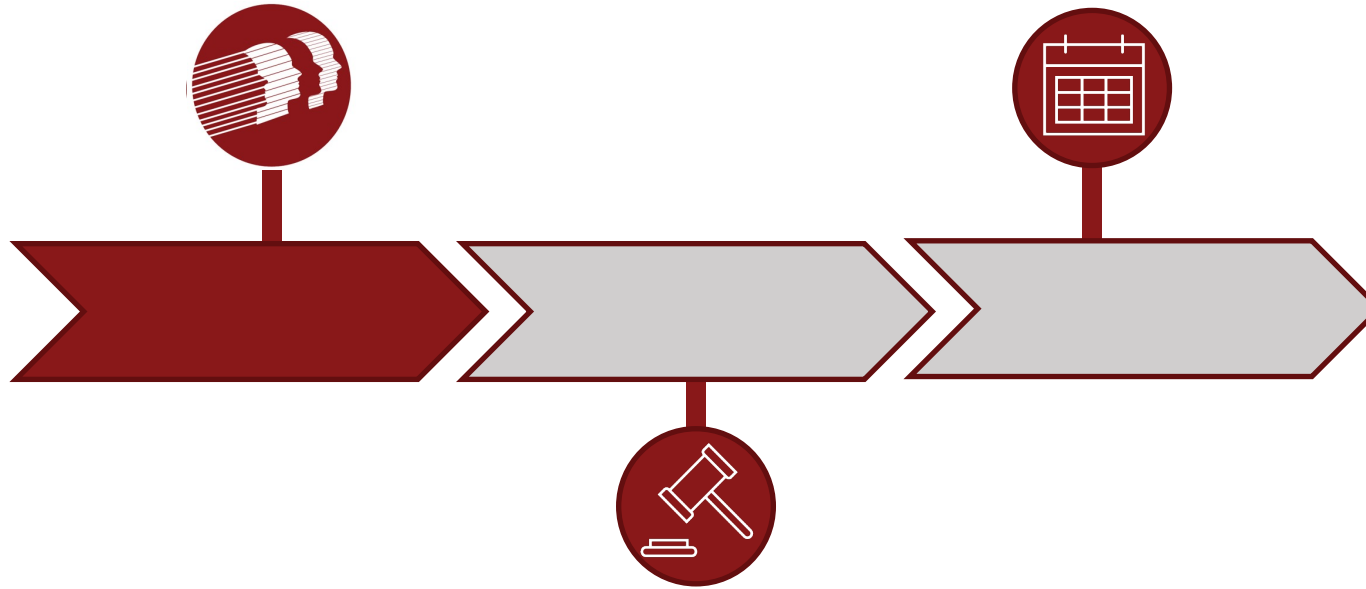
Process by which the State will resume annual Medicaid eligibility reviews.

# STATE OF DELAWARE BACKGROUND

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**2022**

DHSS starts preparations for unwinding.



**December 29, 2022**

Congress passed the Consolidated Appropriations Act (CAA).

**April 1, 2023**

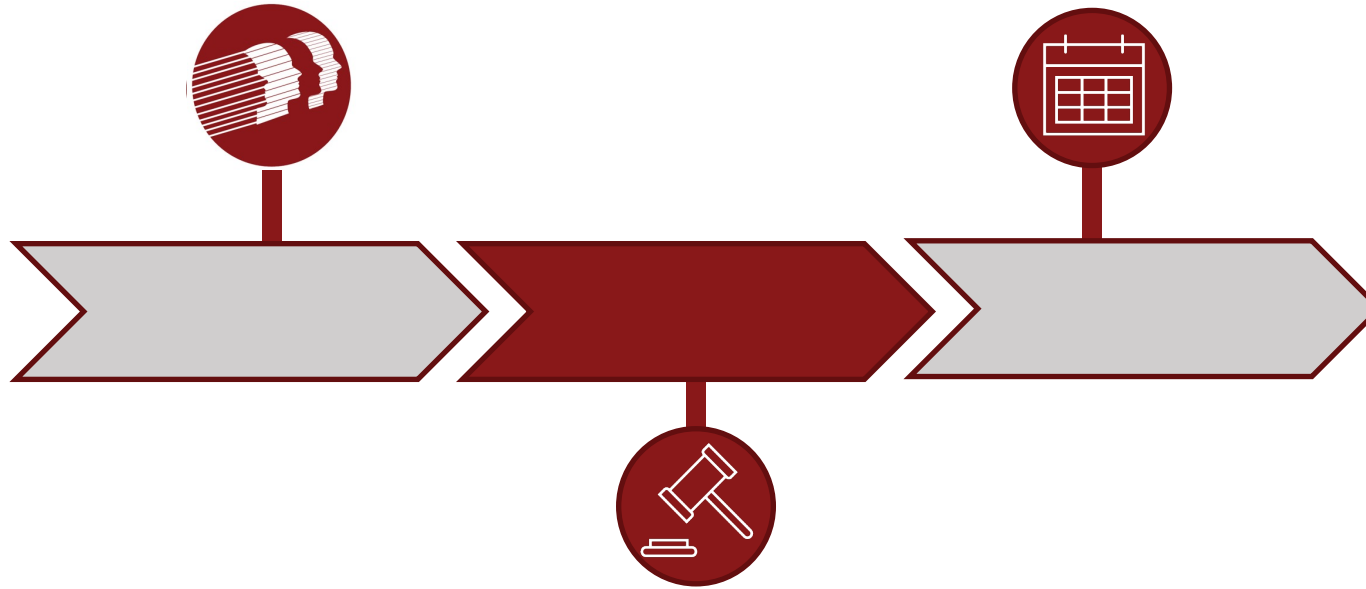
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# STATE OF DELAWARE BACKGROUND

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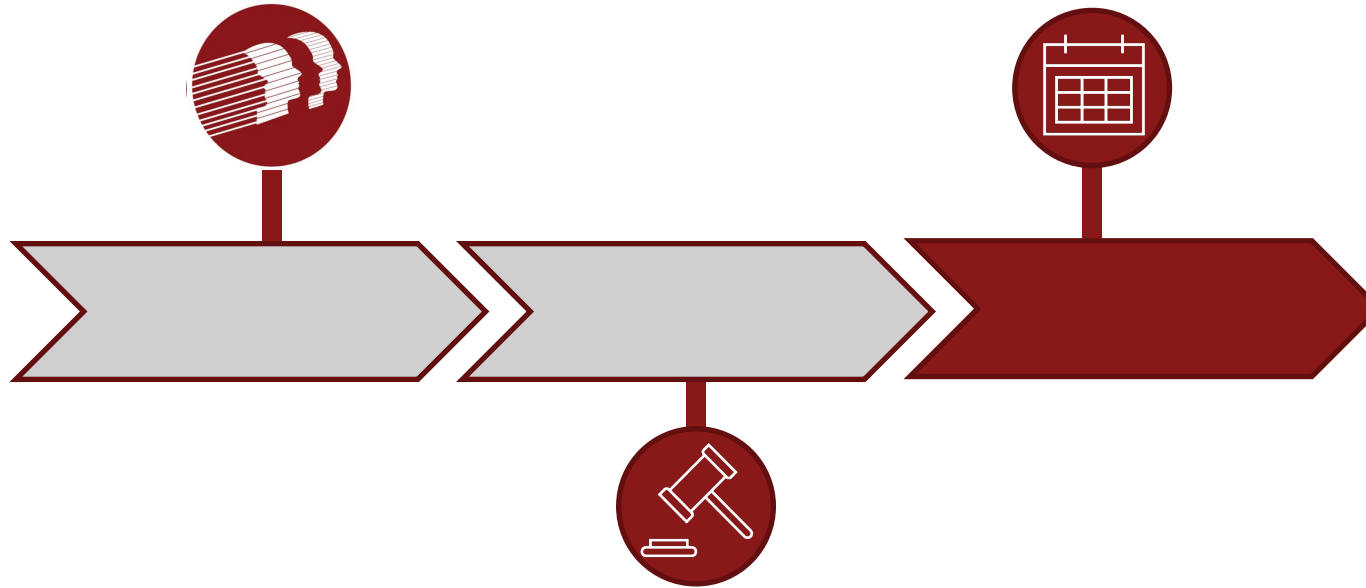
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# STATE OF DELAWARE BACKGROUND

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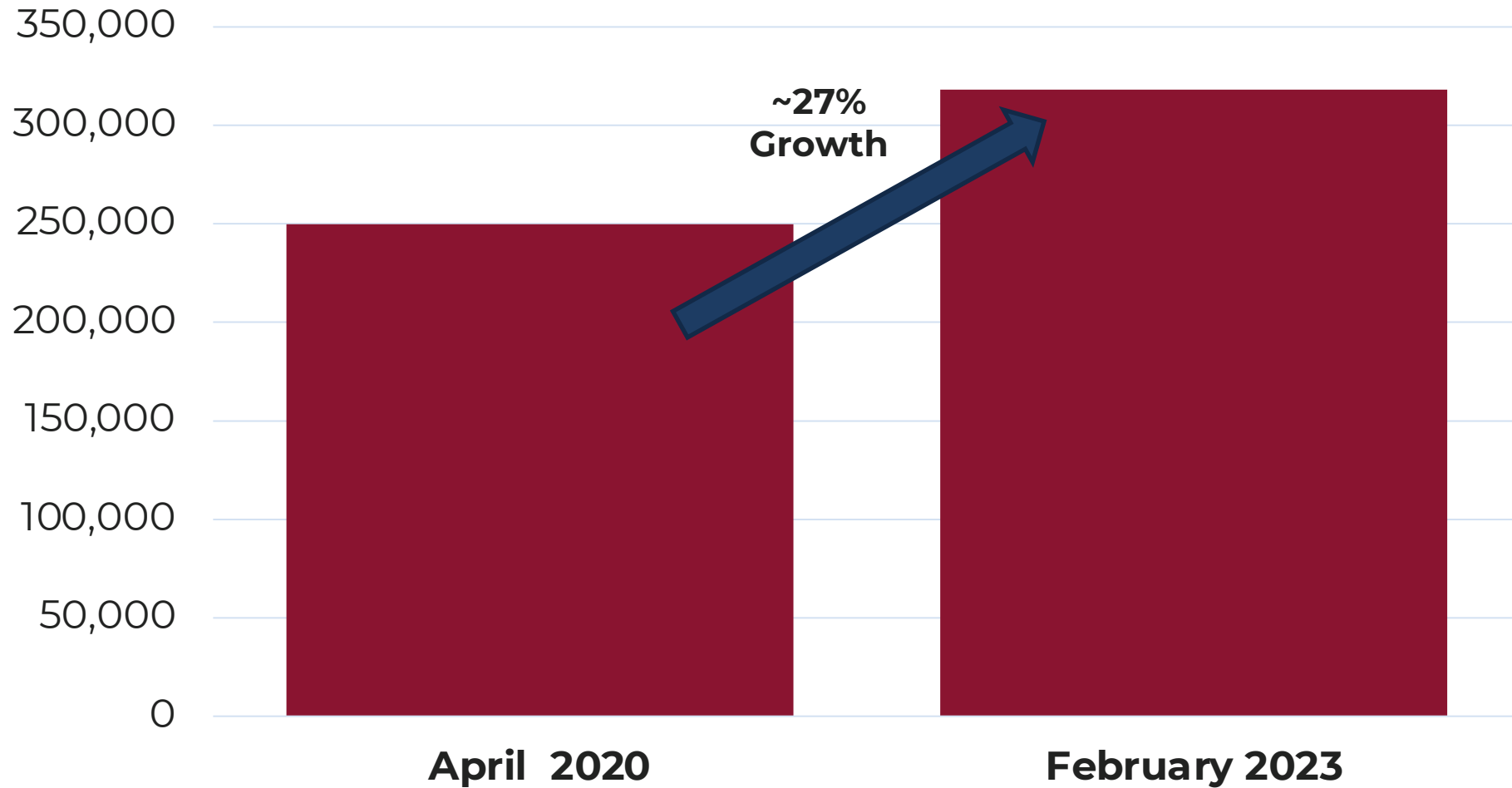
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STATE OF DELAWARE

# MEDICAID RECIPIENTS

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# MEDICAID RECIPIENTS

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**During unwinding, DSS/DMMA will process monthly:**

- **5,245** non-LTC Medicaid renewals
- **1,831** LTC Medicaid renewals

*Based on CMS's requirement that no more than 1/9 of all renewals are completed in any given month.*

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# **BACKGROUND**

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## **Federal Medical Assistance Percentages (FMAP)**

used in determining the amount of  
Federal matching funds for State  
expenditures for assistance payments



STATE OF DELAWARE

# ENHANCED FMAP PHASEOUT

Year	2023												2024		
Enhanced FMAP	6.2% FMAP			5.0% FMAP			2.5% FMAP			1.5% FMAP			Normal FMAP		
Month	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar

**March 31, 2023**  
End of the  
Medicaid continuous  
coverage requirement.

**December 31, 2023**  
Enhanced FMAP  
phases out by 12/31.

*[dhss.delaware.gov](https://dhss.delaware.gov)*

# MEMBERS SHOULD EXPECT:

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Members **will need to renew** their Medicaid over the course of the unwinding period (April 1, 2023 to June 30, 2024).



Members **will have to update their contact information** or report other changes.



Renewals will be **worked from oldest to newest.**



Members **should be on the lookout for any communication** from the State and follow up on it quickly.



The DSS Customer Relations Unit, DSS/DMMA eligibility workers, the health plans, and other State staff will be **supporting members** through this process.

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# POPULATION-SPECIFIC CONSIDERATIONS

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## Pregnant Women

DMMA is pursuing a State Plan Amendment to allow for 12-month continuous coverage for pregnant women; this SPA is pending with CMS.

## People Living with I/DD

No automatic closures of cases.

## Members Living in a Nursing Facility

No automatic closures of cases.

## Other Members Eligible for Long-Term Care

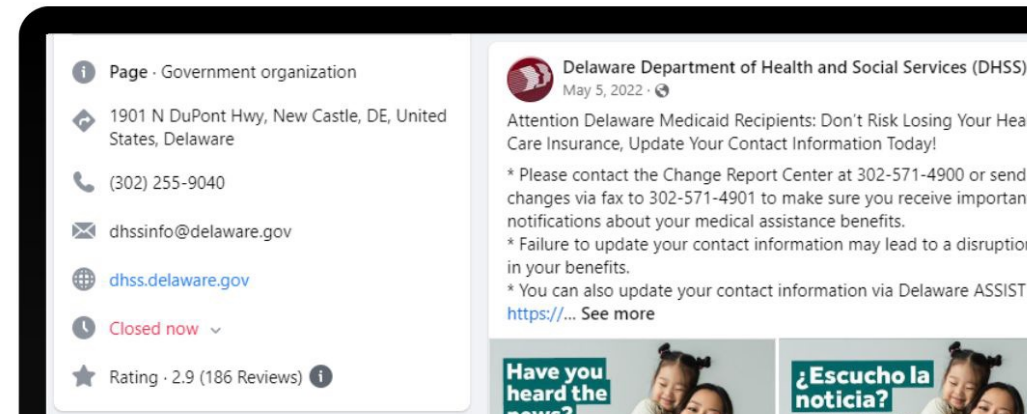
No automatic closures of cases.

# STATE OF DELAWARE

## MEMBER COMMUNICATIONS

DHSS has been in regular contact with members, partners, and stakeholders about unwinding since April 2022.

- *MCO text campaign*
- *Announcements via DMMA, DSS, and DMAP websites, newspapers*
- *Outreach to providers and stakeholders*
- *Provider associations*
- *Community partners and advocates*
- *Flyers and posters placed in state agency and health care provider offices*



STATE OF DELAWARE

# COMMUNICATIONS STRATEGY

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## Audiences

### INTERNAL

- DHSS
- DSS Call Centers
- Health Benefits Manager Call Centers
- Delaware State Agencies
- State Executive Leadership

### EXTERNAL

- Benefits Recipients
- Elected offices
- Managed Care Orgs (MCOs)
- Marketplace Navigators
- Medical Providers and Facilitates
- Community Organizations
- Consumer Advocates

## Tactics

### DIRECT MEMBER OUTREACH


- Mail (Notices/Letters)
- Text
- Email
- Phone
- ASSIST Self Service Portal
- DHSS Website Content and Banners
- Social Media Content and Graphics

### PUBLIC OUTREACH





- Webinars and Briefings
- Community Partner and Provider Toolkits
- Outreach Materials (Flyers, Posters, Infographics)
- Social Media and Video
- E-newsletter Content
- Media: Press Releases, Media Outreach, and Paid Media Campaign

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# ONGOING MEMBER COMMUNICATIONS



**GET READY TO RENEW NOW!**  
**DON'T RISK LOSING YOUR DELAWARE MEDICAID COVERAGE**  
**Delaware Medicaid renewals restarted on April 1, 2023.**

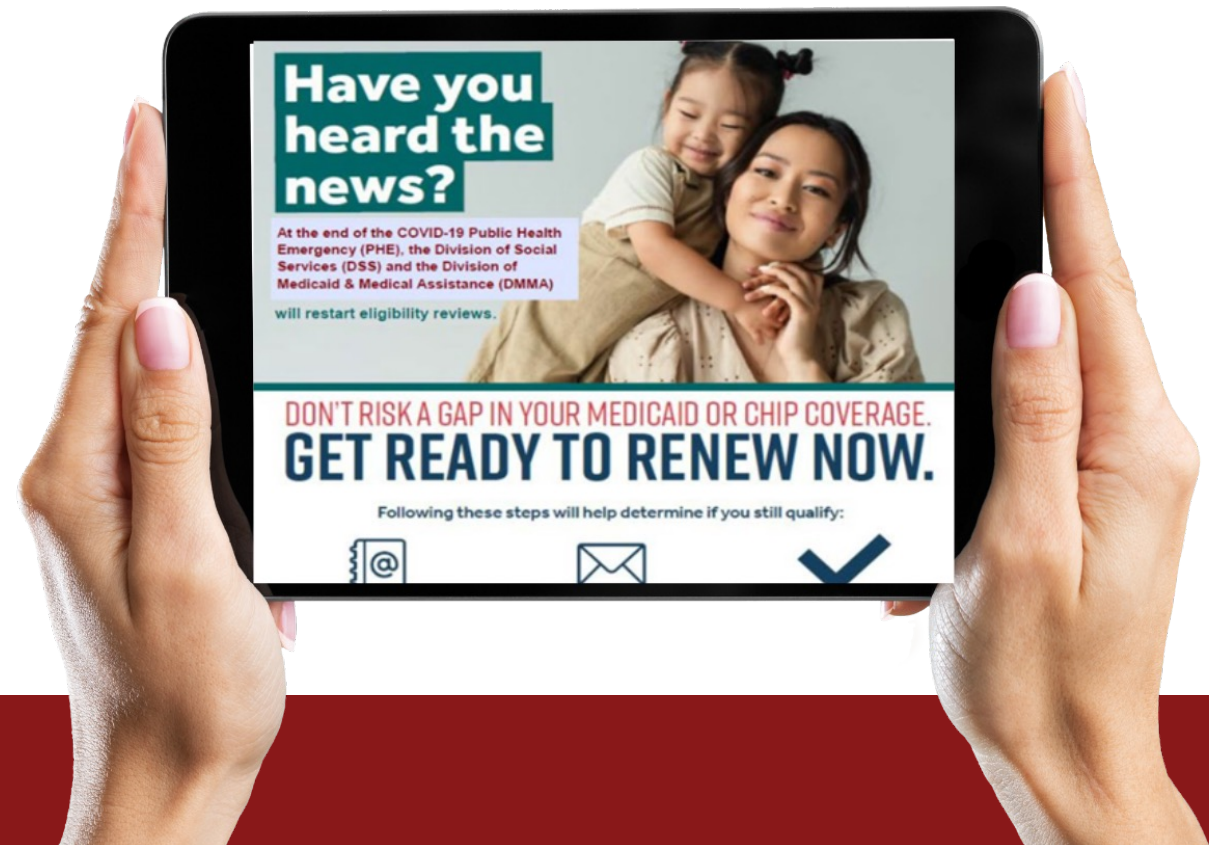
			
<b>STEP 1</b> Report name changes (your name and household members).	<b>STEP 2</b> Update your contact information (mailing address, email address, and phone numbers).	<b>STEP 3</b> Check your mail / email for letters from Delaware Medicaid.	<b>STEP 4</b> Complete your Delaware Medicaid renewal form (if you get one).

For more information, visit <http://www.DE.gov/MedicaidUpdate>.

TTY users: 1-855-889-4325.  
Español, Kreyòl ayisyen, العربية, Tiếng Việt, or other languages: 1-866-843-7212.

Postcards will be sent.

Current social media.



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# TRANSITION TO OTHER COVERAGE

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**Federally Facilitated Marketplace (FFM)  
Navigators in Delaware**



**Westside Family  
Healthcare**  
[westsidehealth.org](http://westsidehealth.org)



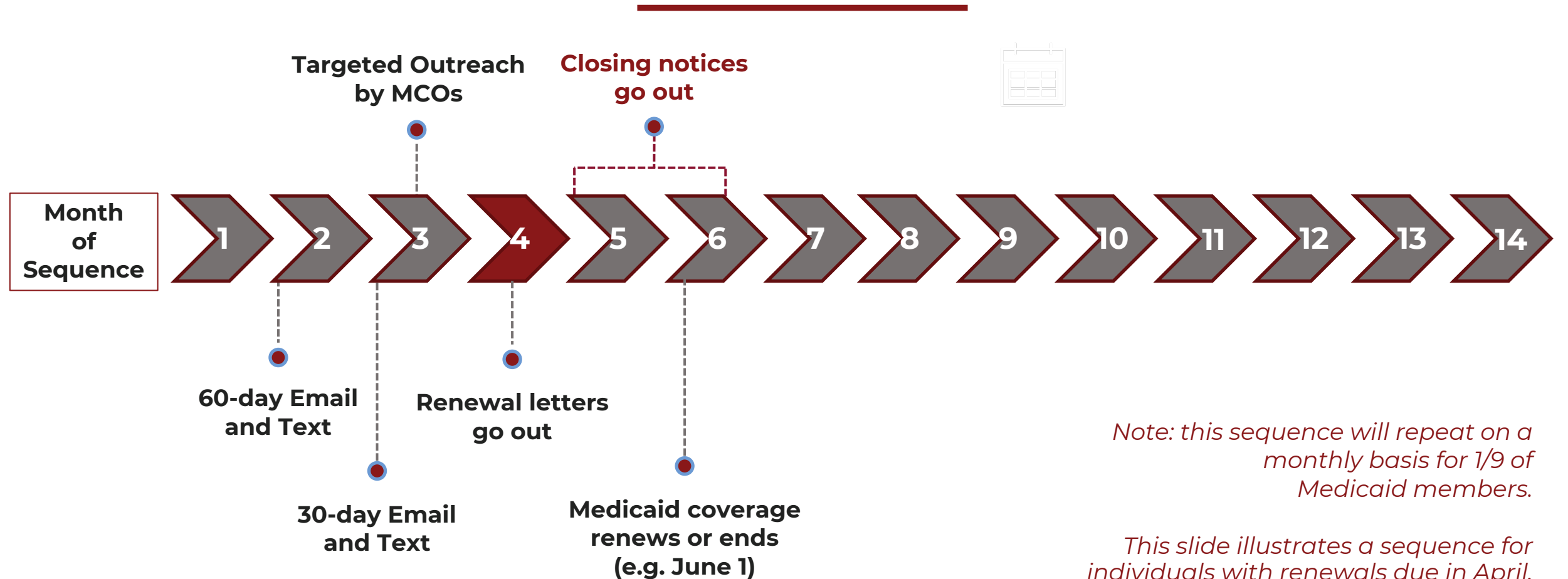
**Quality Insights**  
[qualityinsights.org](http://qualityinsights.org)

*[dhss.delaware.gov](http://dhss.delaware.gov)*

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# SEQUENCE OF COMMUNICATIONS

*For illustrative purposes only*





# STATE OPERATIONAL NEEDS

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## Division of Social Services (DSS)

- Create **new Medicaid renewal team**
- Create front end fair hearing resolution team
- Augment/realign staff to handle:
  - Returned mail
  - Contacting clients regarding returned renewals
  - Document imaging
- Augment Call Center

## Division of Medicaid & Medical Assistance (DMMA)

- Update and test eligibility systems
- System improvements to handle passive renewals (saves a mailing to members automatically deemed eligible)
- Expand staff capacity to process renewals for people receiving long-term care
- Coordinate with health plans to ensure readiness for unwinding

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# SUMMARY OF ELIGIBILITY UNWINDING

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The Consolidated Appropriations Act signed in late 2022 dictates that the **unwinding period will begin on April 1, 2023.**



Unwinding will result in an **unprecedented workload** for the State.



The State has **multiple strategies planned to ensure continuity of coverage for individuals.**



The State will **communicate** with members and stakeholders **during each stage of the process.**

STATE OF DELAWARE

# **SNAP EMERGENCY ALLOTMENT**

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On December 29, 2022,  
the CAA became law, marking  
the end of SNAP Emergency  
Allotments in **February 2023.**

*[dhss.delaware.gov](https://dhss.delaware.gov)*

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# SNAP EMERGENCY ALLOTMENT

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**February 2023**

The last month Emergency Allotments will be issued to Delaware SNAP households.

**March 2023**

The first month since 2020 that benefits will be reduced back to regular eligibility levels.

*[dhss.delaware.gov](https://dhss.delaware.gov)*

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# SNAP BACKGROUND

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Individuals received extra emergency food benefits on top of their normal food benefit during the federal Public Health Emergency.



The SNAP Emergency Allotment benefit equaled \$10 million per month on average.

Current SNAP caseload:  
**61,759 cases**

Covering **124,854**  
individuals

# EMERGENCY ALLOTMENT

## Emergency allotment = (equals)

current maximum benefit amount for the  
household size **minus**

the household's current monthly  
benefit amount.

Number in SNAP Household	Maximum Benefit Amount
1	\$281
2	\$516
3	\$740
4	\$939
5	\$1,116
6	\$1,339
7	\$1,480
8	\$1,691
Each additional person	\$211

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# EMERGENCY ALLOTMENT



DHSS will still support  
individuals who qualify for SNAP



Employment  
Resources



Financial  
Coaching



Mental  
Health,  
Substance  
Use & Crisis  
Support



Child Care  
Resources &  
Referrals



Aging &  
Disability  
Resources



Food  
Assistance



Emergency  
Assistance



Housing  
Resources

*Need Additional Help? Call Delaware's **2-1-1 Helpline***

STATE OF DELAWARE

# COMMUNICATIONS STRATEGY

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## Audiences

### INTERNAL

- DHSS Division Leadership & Staff
- DSS Benefits Call Center Staff
- Constituent Relations
- Delaware State Agencies
- Offices of the Governor and Lt. Governor and other Statewide Officials

### EXTERNAL

- SNAP Benefit Recipients
- Community Partners and Advocates
- Elected Offices
- Medical Provider Community and Health Care Facilities
- Consumer Advocates and Advisory Committees

## Tactics

### DIRECT MEMBER OUTREACH

- Mail (Letters)
- ASSIST Self Service Portal
- DHSS Website Content and Banners
- Social Media Content and Graphics

\*Messages to be translated to Spanish/Haitian Creole

### PUBLIC OUTREACH

- Webinars and Briefings for Key Stakeholder Groups
- Community Partner and Provider Communications Toolkits
- Outreach Materials Social Media and Video
- E-newsletter Content
- Press Releases



# Appendix: CAA Provisions

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## PHE Unwinding

Fixed end date for Medicaid continuous coverage, gradual phasedown of enhanced federal match, and new Guardrails\*

Extension through 2024 of several Medicare telehealth flexibilities authorized under the PHE.

## U.S. Territories

Extension of higher federal Medicaid match rates for Puerto Rico, American Samoa, the Commonwealth of the Northern Mariana Islands, Guam, and the U.S. Virgin Islands.

## Maternal Health

Permanent state option to extend 12-months postpartum coverage in Medicaid/CHIP.

Reauthorization of the Maternal, Infant, and Early Childhood Home Visiting Program and new virtual home visiting option.

*\*Today's focus*

# Appendix: CAA Provisions

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## Children & Adolescent Health

Requirement to provide children with 12 months continuous Medicaid/CHIP eligibility, effective January 1, 2024

Extension of CHIP funding through fiscal year (FY) 2029.

Enhancements to the provision of Medicaid/CHIP services while a youth is incarcerated in a public institution

## Behavioral Health

Reauthorizes behavioral health programs and expands access to opioid/substance use disorder (SUD) prevention, treatment, and recovery support services.

Requires the United States Department of Health and Human Services (HHS) to issue guidance on crisis response.

# Appendix: CAA Provisions

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## Home and Community-Based Services (HCBS)

Extended funding for the Medicaid Money Follows the Person Rebalance Demonstration program.

Extended protections against spousal impoverishment for recipients of HCBS.

# Appendix: CMS Reporting Requirements

**The State of Delaware will submit the following:**

**February 15, 2023**

Renewal Distribution Plan

**February 15, 2023**

Eligibility System Configuration  
and Testing Plans

**April 8, 2023**

Baseline Unwinding Data

**The State of Delaware will submit the following on a monthly basis from April 1, 2023 to June 30, 2024:**

- Number of Clients for Whom Coverage is Renewed
- Number of Clients for Whom Coverage is Passively Renewed
- Number of Clients Whose Coverage is Terminated
- Number of Clients Whose Coverage is Terminated for Procedural Reasons
- Number of Clients Who are Enrolled in Separate CHIP
- Number of Clients for Whom Coverage is Renewed
- Total Call Center Volume
- Average Call Center Wait Time
- Average Call Center Abandonment Rate

# APPENDIX: TRANSITION TO OTHER COVERAGE

## Federally Facilitated Marketplace (FFM) Actions

Member creates account at HealthCare.gov

Member verifies identity and starts a new Marketplace application

Member completes their application and reviews eligibility results\*\*

**Member compares Marketplace plans and enrolls in coverage**

**If a member is found ineligible for Medicaid/CHIP by the State due to federal regulations:**



**DHSS Actions**

State sends letter to members found ineligible for Medicaid/CHIP with information about Delaware's two FFM Navigator organizations

Member contacts Navigator and establishes relationship

Navigators assist member in successfully completing FFM steps